

PROFESSIONAL SUMMARY

Detail-oriented Technical Writer with 15+ years of experience creating user manuals, online help guides, standard operating procedures, and knowledge-based articles. Skilled in translating complex technical concepts into clear, concise, and user-friendly content. Proficient in Confluence, Salesforce, Git, Madcap Flare and Markdown. Seeking a remote opportunity to leverage technical writing expertise in a dynamic organization.

SKILLS & TOOLS

- **Ability to write clearly and concisely** and able to convey information appropriately for a variety of audiences.
- **Excellent communication skills** – quickly partners with and interacts with departmental staff, subject matter experts, and stakeholders to determine specific application needs related to methods and procedures.
- **Technical Documentation** – Knowledge Base, User Guides, Process Guides, SOPs
- **Content Management Systems (CMS)** – Confluence, GitHub/Wiki, Salesforce, Captivate, Madcap Flare, ServiceNow, Microsoft Suite, SharePoint, Azure Dev/Ops, Google Docs
- **Version Control** – Git, Wiki, Markdown, XML, HTML
- **Collaboration** – JIRA, Smartsheet, Teams
- **Agile & Scrum Methodologies** – Rally, Digital Agility, Smartsheet

EMPLOYMENT HISTORY

Starbucks

January 2025 – Present

Sr. Technical Writer (Consultant)

- **Standardized Documentation Format:** Consolidated all job aids into a unified format, improving consistency and accessibility for employees.
- **Optimized Financial Processes:** Documented key financial operational processes, ensuring clarity, compliance, and efficiency.
- **Identified Knowledge Gaps:** Proactively assessed and addressed documentation gaps, bridging missing information to improve workflow efficiency.
- **Leveraged Collaboration Tools:** Utilized Agile Planner and SharePoint to manage document requirements, updates, and stakeholder feedback, streamlining collaboration and version control.

Sedgwick

December 2023 – January 2025

Technical Writer (Consultant)

- **Maintained a Centralized Knowledge Repository:** Curated a comprehensive library of training terminology and documentation, ensuring easy access to up-to-date reference materials.
- **Collaborated with Cross-Functional Teams:** Partnered with technical and functional staff to create clear, actionable operational procedures and training resources, streamlining internal processes.
- **Conducted Research for Accuracy and Depth:** Gathered information through SME interviews, research, product training, and live demonstrations, ensuring precise and user-friendly product documentation.
- **Ensured Consistency and Readability:** Analyzed and refined documents to maintain a uniform style and content, enhancing clarity and usability for diverse audiences.

Sherry Scott
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[Portfolio](#)

Optum Health Care

January 2022 to December 2023

IT-Sr Architecture Analyst / Technical Writer (Consultant)

- Lead technical writer, developing high-level documentation for various products, services, and systems within the healthcare company for over 1,600 internal customers.
- Regularly collaborate with SMEs to ensure documentation accurately reflects the latest updates and changes in the healthcare industry, staying informed about new technologies, regulations, and best practices.
- Established a consistent style guide and document structure to ensure all documentation maintains a unified and professional appearance, improving readability.
- Utilizing GitHub and Wiki for documentation version control to track changes and help users find information more easily.

FedEx (TEKsystems)

January 2021 to January 2022

Sr. Technical Writer / Program Analyst (Consultant)

- Lead technical writer, supporting a large scope project for the Knowledge Management System conversion, supporting the migration of articles into Salesforce Knowledge Community on Service Cloud.
- Edit and update complex technical documentation into clear and concise documentation, creating over 700 Salesforce articles, improving customer experience, and making information more current, searchable, and easier to understand for today's workforce.
- Using the agile methodology to manage and present project status and milestones to business stakeholders and managers, successfully implementing 100% of Salesforce migration within project timelines.

State of Colorado - Government Office of Information Technology

October 2019 to January 2021

Lead Technical Writer – (Consultant)

- Instrumental in creating, updating, and maintaining operational documentation for processes, workflows, standard operating procedures, and diagrams for infrastructure operations and application data flow, meeting 100% support requirements.
- Developed and maintained team workspace in the Confluence collaboration tool, creating document standardization and maintaining a powerful method for organizing and retrieving documents, resulting in improved organization of client information.
- Collaborate with business stakeholders to create and update accurate documents, consistently adhering to organizational audit compliance policy standards.

Empower (Great-West) – Denver, CO

December 2018 to October 2019

Systems Analyst – Technical Writer – (Consultant)

- Managed the successful migration of SharePoint data of over 1,400 documents to Salesforce Knowledge for a large financial services firm, minimizing disruption to daily business operations.
- Created and directed a well-defined project plan – presented project status and milestones to business stakeholders and managers, successfully implementing 100% of Salesforce migration within project timelines.
- Collaborate with stakeholders' business systems planning and process, evaluate requirements, eliminate inefficiencies, and improve business processes and procedures.
- Supervised SMEs, achieving content updates of over 1,400 articles in Salesforce/XML, improving data consistency across systems, processes, and organization.

ADDITIONAL ROLES

- **Bullhorn** – Corporate (Consultant) | Technical Writer Salesforce (2018)
- **Level 3 Communications (CenturyLink)** (Consultant) | Lead Technical Writer / Systems Analyst (2017 – 2018)
- **BBG, Inc.** (Consultant) | Lead Technical Writer (2016 – 2017)
- **Time Warner Cable / Charter – Corporate** (Consultant) | Training Analyst / Lead Trainer (2015 – 2016)
- **Kaiser Permanente** (Consultant) | Lead Technical Writer / Trainer (2010 – 2012) (2009)

EDUCATION

Community College of Aurora; Aurora, Colorado

Technical Writing and eLearning Certifications

Working towards Salesforce Database Administration Certification